



Government and Public Safety  
1301 E. Algonquin Road  
Schaumburg, IL. 60196

FSB NUMBER: FSB10609  
APC: 509  
DATE: Feb-2012  
EXPIRES: 31-Aug-2012  
BULLETIN TYPE: Warranty Service

# FIELD SERVICE BULLETIN

**SUBJECT:** Quantar - Multiple issues as defined in the SYMPTOM section below

**MODEL / SYSTEM AFFECTED:**

Quantar stations with Conventional/6809 Trunking software versions up to and including SC\_020.14.046 (R14.09.00).

**SYMPTOM:**

1. The 'selective alarm disable' serial interface command doesn't disable TX alarms
2. If the Multi-NAC table is not completely filled in, the Quantar incorrectly accepts incoming calls with TX NAC
3. The Quantar does not generate TX and RX alarms if the external reference fails
4. If Quantar receiver hardware is removed from the station, and if the 'Validate Configuration' button in Radio Service Software (RSS) is activated, the RSS reports that the receiver matches the configuration (even though it is not installed).
  - a. In the RSS metering screen, the missing receiver hardware will be reported as VHF LB Range 1.

**CAUSE:**

The above symptoms are caused by various software issues.

**RESOLUTION:**

Upgrade to the Quantar software, as listed in Part Required section below, to resolve the above symptoms.

Software can be obtained by completing the Upgrade Operations Software Team (UOST) – Software Order Form and contacting the Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800) to request a software request case be created. Please reference **FSB10609** in the 'Reason for Software/Hardware Change' section **and** list the **part number as KC509C03P000141000** in the 'Part # or Version # section of the software order form.

**Note:** Please include the serial number and backplane ID of each station being upgraded in the Supplemental Order section of the Software order form.

**Reference the following documents/processes for installation procedures:**

Radio Service Software Instruction Manual 6881085E35; Chapter 11 – Software Downloading

**SEVERITY RECOMMENDATION:**

Low - Perform when system exhibits above symptoms

Attachments:

☒ Yes ☐ No

UOST - Software order form

**PARTS REQUIRED (HARDWARE/SOFTWARE):**

KC509C03P000141000 - Conventional/6809 Trunking software (SC\_020.14.048 or later)

**LABOR ALLOWANCE**

Travel not to exceed 2 hours per site, plus labor up to 30 minutes per Quantar station.

Labor will be provided to authorized servicers under the terms of Motorola's product warranty, Labor Warranty Guidelines, or Motorola Service Agreement.

The labor and travel allowance provided for in this bulletin applies to in-warranty units only. Labor and travel for out of warranty units cannot be reimbursed under this bulletin.



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**SECTION 1: General Information**

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date _____	Case Number _____
System ID _____	Site ID _____
System Name _____	Site Name _____
Customer Name _____	
Form Completed by _____	Field Contact _____
Organization _____	Organization _____
Phone Number _____	Phone Number _____
Pager Number _____	Pager Number _____
Fax Number _____	Fax Number _____

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**SECTION 2: Order Information**

Product Type: \_\_\_\_\_ Serial Number \_\_\_\_\_

Reason for Software / Hardware Change: \_\_\_\_\_

Downgrade? If so, list current and target releases. \_\_\_\_\_

Software / Hardware Description: \_\_\_\_\_

Part # or Version # \_\_\_\_\_ Quantity \_\_\_\_\_

Date Required \_\_\_\_\_

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**SECTION 3: Shipping / Billing Information**Ship To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_Bill To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_

Attn: \_\_\_\_\_

Attn: \_\_\_\_\_

Phone: \_\_\_\_\_

Phone: \_\_\_\_\_

**Customer Billing**

P.O. #: \_\_\_\_\_

CUST #: \_\_\_\_\_

TAG #: \_\_\_\_\_

**Internal Billing**

PROJECT #: \_\_\_\_\_

FSB #: \_\_\_\_\_

DEPT #: \_\_\_\_\_

APC #: \_\_\_\_\_

# Software Order Form

Phone Number: (800) 221-7144

Fax Number: (847) 538-0364

**Facsimile Transmittal Sheet**

<b>To:</b>	_____
Company:	_____
Fax Number:	_____
Phone Number:	_____
Re:	_____

<b>From:</b>	_____
Date:	_____
Total Pages:	_____
Sender's Case#:	_____

- This form has been sent to you because you have requested an order from the Upgrade Operations Software Team.
- Please fill out the order form and Fax or email back to the Upgrade Operations Software Team
- If desired, please provide your email address on the order form and we will provide a tracking number when your order ships for your convenience.
- Orders will normally be processed in 3-5 business days once all information has been received.
- If additional space is required for software information, please use the optional addendum on page 3 below in addition to the original order form. This form is for use with large orders with multiple part numbers.

**NOTE:**

- 1) If this is an SSA CUSTOMER please order via Motorola factory order.
- 2) Limited Liability is Implied to the maximum of order amount.
- 3) Price quotes provided by UOST are valid for 90 days

***Thank you and have a good day!***

(Optional)

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